

State Long-Term Care Ombudsman

State of Tennessee
Commission on Aging and Disability

The Tennessee Commission on Aging and Disability (TCAD) is the designated state agency on aging and is mandated to provide leadership relative to aging issues on behalf of older persons in the state. Our mission is to bring together and leverage programs, resources, and organizations to protect and ensure the quality of life and independence of older Tennesseans and adults with disabilities.

TCAD is seeking to fill the position of State Long-Term Care Ombudsman. This position is stationed in Nashville and is responsible for all aspects of the Long-Term Care Ombudsman program that advocates for residents of long-term care facilities.

Duties and Responsibilities

- Develop goals, objectives, and strategies for the Office of the Long-Term Care Ombudsman.
- Direct the provision of services to assist residents in protecting the health, safety, welfare, and rights of the residents. Identify, investigate, and resolve complaints about long-term care. Ensure the residents have regular and timely access to the services provided through the office and that the residents and complainants receive timely responses from representatives.
- Represent the interests of the residents before governmental agencies and seek administrative, legal, and other remedies to protect the health, safety, welfare, and rights of the residents.
- Identify and resolve agency-wide issues; programmatic and fiscal integrity; and coordination of efforts.
- Develop training curricula for district Ombudsman and volunteer Ombudsman representatives. Plan and coordinate training for district Ombudsman such as statewide workshops, regional workshops and webinars.
- Develop an understanding of the federal laws and regulations of the Ombudsman program as described in the Older Americans Act. Interpret and enforce policies and procedures concerning the Ombudsman program.
- Review reporting data received from grantees to determine grant compliance. Review additional data and quarterly reports to assess program effectiveness and note trends or changes.

Qualifications: Master's degree in Social Work, Gerontology, Public Health or Law and minimum of two years of experience in administering programs in geriatric services, human services, public health, mental health or advocacy.

All interested candidates should submit a resume to:

Lisa Spencer
Assistant Commissioner – HR Operations and Organizational Performance
TN Department of Human Resources
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